



# State of Nevada – Department Of Personnel

## CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MUSEUM ATTENDANT II	23	E	7.846
MUSEUM ATTENDANT I	21	E	7.847

### SERIES CONCEPT

Museum Attendants assist visitors at museums by providing information and directions as requested, performs security activities to protect visitors and exhibits and does related work as required.

Prepares museum for daily visitors by turning on lighting, inspecting entire premises for damage, assists in cleaning, to ensure readiness to receive visitors.

Assists visitors by providing information and directions; answers visitors' questions regarding exhibits, history, locations and public facilities. Assists handicapped visitors with special problems, lost children and ill visitors until help arrives or the problem is resolved.

Operates surveillance systems to ensure the protection of visitors and property within the museum. Patrols museum and checks all exhibits for security and vandalism. Escorts miscreants and problem transients out of the museum. Secures the building at the end of the day. Makes detailed reports of accidents and charts the daily security log.

Collects admission fees and makes correct change as necessary; keeps records of cash received and prepares appropriate paperwork; may assist in the gift shop as cashier/sales clerk.

Performs clerical tasks by answering phones, typing and mailing letters and packages ensuring proper postage; makes bank deposits and picks up and prepares payroll forms as requested. Also performs custodial duties as needed.

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### CLASS CONCEPTS

#### MUSEUM ATTENDANT II

Museum Attendant II's perform the full range of duties outlined in the series concept. In addition, Museum Attendant II's work closely with a Curator and/or assigned supervisor, performing a variety of tasks including composition of newsletter articles, leading school tours and setting up for lectures, scheduling and coordinating docents and volunteers, prepares paperwork for the acquisition of artifacts, catalogs and indexes research material, and perform other duties as requested by the Curator. This is the advanced journey level in the series.

In addition the Museum Attendant II may assume responsibility for the daily operation of the museum gift shop which includes conducting sales, stocking shelves, taking inventory, preparing purchase requisitions and creating displays.

**CLASS CONCEPTS (cont.)**

**MUSEUM ATTENDANT I**

Under general supervision, perform the full range of duties outlined in the series concept. This is the journey level in the series.

Progression to the next level in the series is not automatic and is based on the level of the work performed.

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**MINIMUM QUALIFICATIONS**

**MUSEUM ATTENDANT II**

**EDUCATION AND EXPERIENCE:**

**I**

Graduation from high school or the equivalent (GED) and two years of work experience dealing with the public on continuous basis; OR

**II**

An equivalent combination of education and experience in which the applicant can demonstrate possession of the entry level knowledge, skills and abilities.

Education above the high school level may be substituted for the required experience on the basis of one year college education is equivalent to six months experience.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:** (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of museum policies, procedures, rules and regulations. Knowledge of security devices used in museums. Knowledge of emergency first aid.

Ability to operate alarm systems used in the performance of duties. Ability to learn exhibit contents and translate this effectively to the public. Ability to operate a cash register. Ability to organize and supervise tours, volunteers.

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES:** (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of Nevada history.

Ability to deal with the public in a courteous and diplomatic way. Ability to read and write. Ability to do basic arithmetical calculations. Ability to write reports, newsletter articles; correspondence. Ability to effectively explain information to co-workers, volunteers and the public regarding museum exhibits, rules, etc.

In addition, all the knowledge, skills and abilities required at the lower level of this series.

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**MINIMUM QUALIFICATIONS (cont.)**

MUSEUM ATTENDANT I

EDUCATION AND EXPERIENCE:

I

Graduation from high school or equivalent (GED) and one year of experience dealing with the public on a continuous basis; OR

II

An equivalent combination of education and experience in which the applicant can demonstrate possession of the entry level knowledge, skills and abilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of Nevada history. Knowledge of museum policies, procedures, rules and regulations. Knowledge of security devices used in museums. Knowledge of emergency first aid.

Ability to operate alarm systems used in the performance of duties. Ability to learn exhibit contents and translate this effectively to the public. Ability to organize and supervise tours, volunteers. Ability to write reports, newsletter articles; correspondence. Ability to operate a personal computer.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Ability to deal with the public in a courteous and diplomatic way. Ability to read and write. Ability to operate a cash register. Ability to do basic arithmetical calculations. Ability to maintain alpha numeric files. Ability to operate standard office machinery. Ability to speak effectively with the public and co-workers in a courteous and diplomatic way in a high volume, continuous contact setting. Ability to work independently.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

7.846

7.847

ESTABLISHED:	6/30/69	1/1/61
REVISED:	7/1/89P	7/1/89P
	8/19/88PC	8/19/88PC
REVISED:	7/1/95P	7/1/95P
	9/16/94PC	9/16/94PC